



BRIGHTEN
INSTITUTE AUSTRALIA

Student Handbook

2025

Student and Client Policy
BRIGHTEN INSTITUTE AUSTRALIA | L5, 12-14 O'CONNELL STREET,
SYDNEY, NSW 2000



Student Handbook

The Student Handbook provides an outline of the policies and procedures pertinent to students enrolling in and/or undertaking a course with Brighten Institute Australia (BIA). The policies and procedures contained in this document are part of the overall quality framework that has been developed to ensure that students receive quality training and assessment services.

Acknowledgements

Brighten Institute Australia (BIA) would like to acknowledge the following external references used in the development of this resource:

- Standards for Registered Training Organisations (RTOs) 2015
- Standards RTO 2015 under subsection of the National Vocational Education and Training Regulator Act 2011
- Work, Health and Safety Act 2011 and related legislation
- Copyright Act 1968
- Privacy Act 1998
- Equal Opportunity Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996
- Disability Act 2006
- Working with Children Act 2005

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The Chief Executive Officer Brighten Institute Australia Pty Ltd L5, 12-14 O'Connell Street, Sydney, NSW 2000.



Message from The Chief Executive Officer

Welcome to Brighten institute Australia!

As the Chief Executive Officer of Brighten Institute Australia, it is my pleasure to welcome you and I look forward in working with you in achieving your educational goals.

At Brighten Institute Australia, your success is our priority.

At Brighten Institute Australia Our Mission is “A leader in innovative learning by empowering people with the skills and knowledge to change their world” and our Vision “ A world class Vocational Education and Training provider pursuing excellence and recognition for best practice for Australian Registered Training Organisations.”

Your decision to undertake study is an important one. Whether you are seeking to update or upgrade your skills, or you are seeking a new career direction, our team of friendly and dedicated staff is available to make your learning experience unique.

Brighten Institute Australia is a dynamic and progressive educational organisation with a firm focus on the future career aspirations of our students and work force planning needs of industry.

Our courses prepare students to step straight into the workforce or to continue learning.

We offer courses from Certificate III to Diploma levels in Business, Business Administration and Marketing and Communication through different modes of delivery, such as face-to-face and distance/online learning.

Brighten Institute Australia staff are committed, well qualified and experienced in the provision of quality training and learning. This commitment extends to all our Australian and overseas locations where Brighten Institute Australia programs are delivered.

On behalf of myself and my valued team, I wish you an enjoyable and rewarding training experience.

Catherine Nam

CEO

Brighten Institute Australia



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BRIGHTEN
INSTITUTE AUSTRALIA

RTO Provider: 41148
A.B.N 73 603 367 095
Ph: 02 9223 1868
Web: brighten.edu.au

Formal Complaint / appeal:

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Registration

Brighten Institute Australia (BIA) is a Registered Training Organisation (RTO # 41148). As an RTO we comply with the legislative and other requirements of the VET Quality Framework including:

- Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualifications Framework (AQF)
- Other conditions of registration such as Data Provision Requirements, Fit and Proper Person Requirements and Financial Viability Risk Assessment Requirements

The national regulator for Australia's vocational education and training sector is the Australian Skills Quality Authority (ASQA) who is responsible for regulating courses and training providers according to the VET Quality Framework. More information regarding ASQA is available on www.asqa.gov.au.

About Brighten Institute Australia (BIA)

Brighten Institute Australia (BIA) is one of Australia's newest and flexible Vocational Education and Training (VET) institutions and, a dynamic and progressive educational organisation with a firm focus on the future career aspirations of our students.

We take pride in a student-centric approach to delivering world class education, tailoring learning around the busy lifestyle of our students with our flexible and convenient study schedule, blending independent and collaborative learning styles, using a mixture of on-campus and online course delivery.

Our interactive and engaging courses, which have been developed in consultation with leading industry professionals, can be used as a career pathway into a multitude of varying industries, enabling students to apply complex business theory to the real-world environment.

Brighten Institute Australia is in the heart of Sydney's Central Business District (CBD), in Sydney's high-end commercial and financial area, only a few minutes from Martin Place, Wynyard and Circular Quay Railway Stations. BIA is in a prime location and surrounded by globally renowned iconic cultural life, such as Hyde Park, Royal Botanic Gardens, the Opera House and many other attractions.

Services

Brighten Institute Australia (BIA) offers a wide range of services however our core business is the delivery of Nationally Recognised Training in the following subject areas:

- Business
- Marketing
- Skill Group
- Targeted Priority Programs



The level of training in each of these areas varies according to training package and industry requirements. Our scope of registration includes qualifications from Certificate II to Diploma as well as individual units of competency and accredited courses. A full list of our scope of registration is available on the national training register: <https://training.gov.au/Organisation/Details/41148>.

Our services are targeted at the Job Seeker and Existing Worker markets as well as those individuals who wish to undertake training for personal development or self-interest. We deliver both public and in-house courses to meet the needs of our students.

Organisational Structure

The following chart outlines the organisational structure of Brighten Institute Australia including the communication channels to ensure that the decisions of senior management are informed by all staff and partners in the organisation.



Legislative Requirements

RTOs in Australia are subject to Commonwealth and State or Territory legislation pertaining to training and assessment as well as business practices. Brighten Institute Australia (BIA) complies with all Commonwealth and State legislation ensuring that management, staff and students are informed of their obligations.



This includes but is not limited to:

- Anti-Discrimination Act 1991
- Competition and Consumer Act 2010 (Cth)
- Copyright Act 1968 (Cth)
- Corporations Act 2001 (Cth)
- Disability Services Act 2006
- Explosives Act 1999
- Fair Trading Act 1989
- Fire and Rescue Service Act 1990
- Industrial Relations Act 1999
- National VET Regulator Act 2011 (Cth)
- Privacy Act 1988 (Cth)
- Security Providers Act 1993
- Transport Operations (Road Use Management) Act 1995
- Vocational Education and Training Act 2000
- Weapons Act 1990
- Work Health and Safety Act 2011
- Workers Compensation and Rehabilitation Act 2003
- Commission for Children and Young People and Child Guardian Act 2000

Abbreviations and Acronyms

AQF	Australian Qualifications Framework
ASQA	Australian Standards and Quality Authority
LLN	Language, Literacy and Numeracy
NCVER	National Centre for Vocational Education Research
NVR	National Vert Regulator
RTO	Registered Training Organisation
SMS	Student Management System
STS	State Training Services
TP	Training Packages
VET	Vocational Education and Training

Contact Details

Brighten Institute Australia

Ph: +61 2 9223 1868



L5, 12-14 O'Connell Street, Sydney, NSW 2000
Hours: Monday – Friday 9:00am – 5:00pm

Fax: +61 2 9223 7365
Email: support@brighten.edu.au



Work Health and Safety

Brighten Institute Australia (BIA) is committed to ensuring the health and safety of its staff and students at all times. This includes meeting our legislative obligations to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

All staff are trained in risk assessment and management practices pertaining to their role as well as Brighten Institute Australia (BIA)'s policies and procedures relating to work health and safety. The following procedures and standards are observed by Brighten Institute Australia (BIA):

- Accident / Incident reporting
- Emergency control
- Equipment checks and maintenance
- Maintain a safe, clean and efficient working environment
- Manual handling techniques and training



- Equipment safe storage
- Evacuation plan (fire, bomb, major incident)
- Fire hazards identified and fire prevention
- First aid and safety procedures are clearly displayed
- Rehabilitation
- Store and dispose of waste according to OHS regulations
- Student safety
- Unsafe situations and risks identified and reported

Harassment, Discrimination and Bullying

Brighten Institute Australia (BIA) has a zero-tolerance policy for harassment, discrimination and bullying. All staff and students are entitled to a workplace and training environment that is free from all forms of harassment, discrimination and bullying. All staff and students are to be treated fairly and have the opportunity to feel safe, valued and respected.

Discrimination is where a person treats or proposes to treat a person with an attribute less favourably than another person without the attribute is or would be treated under the same circumstances. Examples include but are not limited to discrimination by age, disability, employment, nationality, religion, gender and sexual orientation.

Harassment is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

Bullying is any unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours, isolating or ignoring a person, putting people under unnecessary pressure and sabotaging someone's work or their ability to complete their work.

In the event that a student believes they are or have been discriminated against, harassed or bullied they should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender.

In instances where the person is not comfortable discussing the matter with the offending party, a trainer or staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow Brighten Institute Australia (BIA)'s policy and procedures to rectify the situation.

All students and staff working with Brighten Institute Australia (BIA) have the right to discuss matters of harassment, discrimination and bullying with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Brighten Institute Australia (BIA)'s policy and procedures.



Working with Persons under 18 years of Age

Although some of Brighten Institute Australia (BIA)'s qualifications have entry conditions that require students to be over the age of 18, there are some courses that may allow minors to enrol and undertake training and assessment. Brighten Institute Australia (BIA) complies with all Commonwealth and State legislation concerning working with children.

Students under the age of 18 must have parent or guardian consent to enrol in a course with Brighten Institute Australia (BIA). Parental supervision is not generally required while undertaking training and assessment however Brighten Institute Australia (BIA)'s staff may at their discretion request that a minor be accompanied by a responsible adult. Parents or guardians must be contactable at all times throughout the training and assessment.

Consumer Rights

Brighten Institute Australia (BIA) complies with the provisions of Australian Consumer Law including the Competition and Consumer Act 2010 (Cth) and Fair-Trading Act 1989. This includes providing information to perspective students in clear English prior to enrolment, clearly explaining disclaimers, not behaving in a misleading or deceiving manner, not making any actions or omissions that may force or coerce a student's decision and providing fair dealings for all students.

Students enrolling into Brighten Institute Australia (BIA)'s courses are entering into a contractual agreement. All students have access to and are provided with relevant information pertaining to their enrolment and contractual obligations before commencing the course. This information is publicly available online at <http://brighten.edu.au> as well as from any of Brighten Institute Australia (BIA)'s training venues.

For more information on consumer rights, please refer to www.consumerlaw.gov.au.

Privacy

Brighten Institute Australia (BIA) collects personal information about students directly from the student, their authorised representative and third parties such as JSA providers, employers and Government bodies. Information may also be collected from public sources. We only collect personal information for purposes which are directly related to our provision of training and assessment in accordance with the VET Quality Framework, and only where it is necessary for such purposes.

We do not give personal information about an individual to Government agencies, private sector organisations or anyone else unless one of the following applies:

- the individual has consented
- the individual would reasonably expect, or has been told, that information of that kind is usually passed to those individuals, bodies or agencies



- it is otherwise required or authorised by law
- it will prevent or lessen a serious and imminent threat to somebody's life or health, or
- it is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

We take steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse. When the personal information that we collect is no longer required, we destroy or delete it in a secure manner.

You can access the personal information that we hold about you, and you can ask us to correct the personal information we hold about you. For more information, see our Access to Records Policy in this document. If you are listed on one or more of our media or network email lists you can opt out at any time. You can unsubscribe by using the 'unsubscribe' options noted in our emails.

Brighten Institute Australia (BIA) is bound by the Information Privacy Principles in the Privacy Act 1988 (Cth). <http://brighten.edu.au/policies-procedures/>

Financial Requirements

Brighten Institute Australia (BIA) operates predominately as a 'fee for service' training business. This means all training programs attract fees. These fees are paid by / charged to the student, a government agency or the student's employer. Fee information* is available via:

- Brighten Institute Australia (BIA)'s website
- Brighten Institute Australia (BIA)'course Fee Schedule
- Brighten Institute Australia (BIA)'brochures
- Direct email from Brighten Institute Australia (BIA)

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees, and will be updated regularly so that both Brighten Institute Australia (BIA) and our clients will be protected.

All fees will be paid at or prior to the commencement of training unless prior arrangements are made with Brighten Institute Australia (BIA)'s management.

Fee Structure

Total Course Fee

Each training program offered by Brighten Institute Australia (BIA) has a specific course fee. The course fee is the maximum fee that will be charged to the student for his / her selected training program. This fee is inclusive of:

- Tuition and assessment
- Support



- Reference/learning materials and student workbooks
- Access to resources and equipment

Where additional resources are required such as optional workbooks and reference documents or own computer, the student will be required to supply these at their own expense. Brighten Institute Australia (BIA) may be able to supply some of these resources at an additional cost to the total course fee on request. In these circumstances, the pre-course information will outline the additional resources required.

Students enrolling in a training program with Brighten Institute Australia (BIA) must arrange payment options for the Total Course Fee in advance or upon commencement unless they have been pre-approved for funding under a Government funding program.

Making Payments

- Cash
- Cheque / Money order
- EFTPOS
- Credit Card (Master Card and VISA only)
- Direct Deposit

Prior to commencement, Brighten Institute Australia (BIA) can accept a maximum payment of \$1500 in advance. If a course fee exceeds \$1500 students can opt for one of our payment plan options. This process is designed to protect and safeguard the student fees and ensure that students are not disadvantaged.

GST

All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivered by Brighten Institute Australia (BIA) are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

Payment Receipts

A tax invoice / receipt will be issued for all payments made by the students or the representatives of the students, such as Job Active Providers.

Refunds

Brighten Institute Australia (BIA) complies with Australian Consumer Law in regard to refunds. We are not required to provide a refund if you change your mind about the course that you chose to enrol into. However, we may provide a refund or partial refund in the following circumstances.

<http://brighten.edu.au/policies-procedures/>

All refunds will be processed by the same method that the payment was received (i.e. if paid by credit card, the payment will be refunded to the same card).



All applications for a refund are required to be reviewed by an authorised Manager for approval and will only be considered if all other options (e.g. deferral of course, transfer of fees to another course, etc.) have been considered.

Refunds as a result of an error or change by Brighten Institute Australia (BIA) will be processed within 10 business days; all other refund requests will be reviewed and processed within 30 days.

Smart and Skilled funded courses

If you have enrolled in one of Brighten Institutes Smart and Skilled part qualification funded course they are currently fee free for eligible applicants. Brighten Institute will ensure it meets the operating guidelines set by Training Services NSW to ensure we are compliant with the terms and conditions.

Check eligibility

You can check your eligibility on the smart and skilled website (please find link on our home page) which will give you an indication if you are eligible. In summary to be eligible for a Smart and Skilled subsidised training you must meet the following criteria:

- ✓ Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand Citizen
- ✓ 15 years old or over
- ✓ No longer at school
- ✓ Living or working in NSW

You will be asked to provide proof of eligibility at the time of enrolment. Proof of eligibility includes:

- ✓ USI (Unique student identifier)
- ✓ Australian/NZ birth certificate or passport
- ✓ Medicare card
- ✓ Certificate of evidence of residency
- ✓ Humanitarian visa (if applicable)

Student Services

Brighten Institute Australia (BIA) is committed to delivering high quality services that support students throughout their training and assessment. This commitment maintains a client focused operation that produces the best possible outcome for students. Students who undertake training with Brighten Institute Australia (BIA) receive every opportunity to successfully complete their chosen training program.

Brighten Institute Australia (BIA) takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students.



Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organisation.

Customer Service Focus

Brighten Institute Australia (BIA) delivers specialised training and assessment services. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. Brighten Institute Australia (BIA) has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

In summary, Brighten Institute Australia will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

Enrolment (Selection and Procedure)

Enrolment and admission into some of Brighten Institute Australia (BIA)'s training programs is subject to meeting certain prerequisite conditions and / or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and / or entry requirements, Brighten Institute Australia (BIA)'s staff will endeavour to assist them in understanding their options in regard to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or Brighten Institute Australia (BIA)'s management.

Enrolment

The enrolment procedure commences when a student contacts Brighten Institute Australia (BIA) expressing interest in a training program(s). Brighten Institute Australia (BIA)'s staff will respond by



dispatching by suitable means an enrolment form, Student Handbook, information about the program(s) being considered and any other documentation which may be relevant. Enrolment applications will then be assessed to ensure that the student meets any prerequisites and / or entry requirements that have been set for the selected course.

Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Brighten Institute Australia (BIA) to discuss their training needs and alternative opportunities.

Confirmation of Enrolment and Student Agreement letter

As an additional support to enrolling students, Brighten Institute Australia (BIA) will send a confirmation of enrolment letter and Student Agreement Letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format / style of training to be provided. For some courses, students are asked to complete a pre-course evaluation checklist. Questions on this checklist are intended to gain more information regarding the needs of the student. Brighten Institute Australia (BIA)'s staff will evaluate the information submitted in the checklist and either make necessary changes to meet the student's needs or have a discussion with the student regarding his / her needs.

Access and Equity

Brighten Institute Australia (BIA) is committed to ensuring that training opportunities are offered to all people on an equal and fair basis. Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote clients.

All clients have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. Our staff are trained in inclusive training and assessment practices.

In the event that students feel they are being disadvantaged they should approach the trainer/assessor or another staff member to raise their concerns. All students with Brighten Institute Australia (BIA) have the right to discuss matters of access and equity with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint is available and will be actioned according to Brighten Institute Australia (BIA)'s policy and procedures.



Language, Literacy and Numeracy

Brighten Institute Australia (BIA)'s course information, training and assessment materials contain written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. When an issue is identified, a Language, Literacy and Numeracy (LLN) assessment will be provided to the student in question. This may be in the form of verbal or in a form of written questioning using a safe online (LLN) assessment.

We will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of Brighten Institute Australia (BIA)'s staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program. External support agencies will be those listed on training.gov.au as having scope to deliver the Foundation Skills Training Package qualifications or similar accredited courses.

Student Support, Welfare and Guidance

Brighten Institute Australia (BIA) will assist all students in their efforts to complete training programs by all methods available and reasonable. Trainers are responsible for ensuring that all students are aware they can contact their trainer or other Brighten Institute Australia (BIA) staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Brighten Institute Australia (BIA) to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact Brighten Institute Australia (BIA) who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties. In the event that a student's needs exceed the capacity of the support services Brighten Institute Australia (BIA) can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. Brighten Institute Australia (BIA)'s staff members will assist students to source appropriate support.

Flexible delivery and assessment procedures

Brighten Institute Australia (BIA) recognises that some learners are better suited to learning via training methods not usually obtained in the traditional classroom setting. With some minor adjustments to training and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Brighten Institute Australia (BIA) respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet



the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to training and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room. Brighten Institute Australia (BIA)'s staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services Brighten Institute Australia (BIA) can offer, they will be referred to an appropriate external agency.

Reasonable Adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions will not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

Student Portal – Wisenet Learner's App

Brighten Institute Australia (BIA) has provided all enrolled students with online portals where students can access additional resources, complete training and assessment, submit assessments, submit RPL evidence and communicate with their trainer/assessor.

All students will receive access to the student portal upon enrolment. An automatically generated email will be sent to the student when they first enrol. If this email is not received (or if the student is a returning customer and has not previously had access to the Student Portal) students can contact Brighten Institute Australia (BIA) to register or reset their account.

Details about access to the Student Portal – Wisenet Learner's App will be provided in the Confirmation of Enrolment letter where applicable.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could



include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Brighten Institute Australia (BIA) appreciates the value of workplace and industry experience, and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Qualification from other RTO's

Brighten Institute Australia (BIA) will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, Brighten Institute Australia (BIA) will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications either with Brighten Institute Australia (BIA) or with other RTOs, towards qualification offered by Brighten Institute Australia (BIA). Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to students enrolling in most training programs offered by Brighten Institute Australia (BIA).

RPL Process

RPL is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification. The RPL process will be offered to and explained to all relevant students.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, can apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of the Brighten Institute Australia (BIA)'s enrolment policy, staff will advise students of the availability of RPL, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Staff will remind students of this option progressively throughout their time, during the admission process in order to provide multiple opportunities for students to engage in the RPL process.

When approached by a student seeking RPL, staff will refer the student to Brighten Institute Australia (BIA)'s RPL Assessors and/or the Training Manager who will conduct an initial RPL interview and explain the remainder of the RPL process specific to that student's needs. There are costs



associated with the RPL process from the initial RPL interview to conducting the RPL assessment. Please contact us for further information about RPL process and costs on support@brighten.edu.au.

Training and Assessment

Brighten Institute Australia (BIA) is committed to delivering high quality training and assessment services that exceed the expectations of their student. To ensure this, Brighten Institute Australia (BIA) has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and students, Brighten Institute Australia (BIA) ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment

Training and assessment strategies developed by Brighten Institute Australia (BIA) will adhere to the following principles:

- Training and assessment strategies are developed for each qualification, accredited course or unit of competency that will be delivered and assessed
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

Brighten Institute Australia will apply the principles of Assessment and the rules of evidence.

Principles of Assessment	Rules of Evidence
To ensure quality outcomes, assessment should be:	To ensure the principles of assessment are maintained, evidence collected should be:
<ul style="list-style-type: none">▪ Fair▪ Flexible▪ Valid▪ Reliable▪ Sufficient	<ul style="list-style-type: none">▪ Valid▪ Sufficient▪ Authentic▪ Current



Assessment Requirements

Brighten Institute Australia (BIA) acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the course development team will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with Brighten Institute Australia's access and equity policy
- All students have access to re-assessment on appeal

Training Guarantee

It is the intention of the Chief Executive Officer of Brighten Institute Australia (BIA) that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with Brighten Institute Australia (BIA). Specifically, the integrity, business experience and training expertise of the Training and Assessment is to ensure continuity of training and completion of training is guaranteed for all students. The continuous improvement and quality management practices employed by Brighten Institute Australia (BIA)'s staff is designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.

Training continuity and completion is also guaranteed by the quality management and operational framework procedure developed by Brighten Institute Australia (BIA). For example; the recruitment, induction and staff professional development policies and procedures ensure best practice and minimise the potential for business interruption or training failure.

In the extremely unlikely event of a business interruption or training failure, students' training is guaranteed by the financial management policy and procedure of Brighten Institute Australia (BIA). Fees paid in advance are not transferred to the operating account until training commences. At any



one time only \$500 is 'drawn down' (proportionate to the expenses incurred in training) for anyone (1) student. This means that in the unlikely event of a business interruption or training failure, Brighten Institute Australia (BIA) can issue a statement of attainment for the training completed and refund the remaining funds held.

Discipline

Brighten Institute Australia (BIA) makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Professional Behaviour

Brighten Institute Australia (BIA)'s Management encourage all trainers or staff members to enforce professional behaviour of students. If a trainer or staff member is dissatisfied with the behaviour or performance of a student, they have the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Brighten Institute Australia (BIA)'s complaint procedure. Brighten Institute Australia (BIA)'s staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Brighten Institute Australia (BIA), and appropriate action will be taken.

Plagiarism

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced.

Brighten Institute Australia (BIA) takes a very strict approach to plagiarism and proven incidents will not be tolerated.

Definition:

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.



Prohibited Items

The following items must not be brought to Brighten Institute Australia (BIA)'s facilities or courses by students under any circumstances unless stated as a requirement in the Confirmation of Enrolment letter:

- Firearms and other weapons including replicas
- Ammunition, explosives, fireworks or any form of pyrotechnics
- Knives including multi-tools and rescue tools
- Alcohol in any form
- Drugs (other than prescription medication)
- Offensive reading material
- Laser pointers
- Cameras and Video Cameras

Students found in possession of prohibited items may be immediately excluded from participation in training and assessment activities, without refund or credit, at the discretion of the trainer or staff member responsible for the course.

Records

Brighten Institute Australia (BIA) has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Brighten Institute Australia (BIA) and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Brighten Institute Australia (BIA)'s record management procedures ensure timely and accurate records inform the continuous improvement processes of Brighten Institute Australia (BIA). In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Record Keeping Procedures

Brighten Institute Australia (BIA) will retain client records of attainment of units of competency and qualifications for a period of thirty (30) years. These records include:

- Student enrolments
- Staff profiles detailing qualifications and industry experience
- Fees paid and refunds given
- All documentation necessary to develop, implement and maintain Brighten Institute Australia (BIA) quality system

Documents pertaining to students currently enrolled are stored in secure, individual student files which are managed by Brighten Institute Australia (BIA)'s staff. These include:



- Records of assessment results
- Records of qualifications obtained
- Copies of certificates and statements of attainment
- Records of enrolments and fees

Upon enrolment, student's details will be entered into Brighten Institute Australia (BIA)'s database. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the student. The file is retained by Brighten Institute Australia (BIA) and management of the file will be in accordance with the Brighten Institute Australia (BIA)'s training records policy.

Completed Assessment

Each and every assessment submitted by every student will be retained for a minimum period of six (6) months. At the expiration of six (6) months period, or sooner, the student's assessments will be scanned and stored electronically for thirty (30) years.

Ceasing Operations

In the event that Brighten Institute Australia (BIA) ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years. Brighten Institute Australia (BIA) will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

Access to Records

Brighten Institute Australia (BIA) has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support this records management system.

Access to Student Records

Access to individual student training records will be limited to those required by the Quality Assurance Manager, such as:

- Trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations



Brighten Institute Australia (BIA)'s trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered on the Brighten Institute Australia (BIA)'s database system during training and assessment or immediately at the completion of training and assessment.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies. All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and statement of results and / or statement of attainment will be produced and presented to the student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

Student Access to Records

Students have the right to request information about or have access to their own individual records. Brighten Institute Australia (BIA) trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

Privacy

Brighten Institute Australia (BIA) considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Brighten Institute Australia (BIA) are made aware of the confidentiality procedures and privacy policies prior to commencing work with Brighten Institute Australia (BIA).

Brighten Institute Australia (BIA) will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and National Privacy Principles (2001) www.privacy.gov.au. Brighten Institute Australia (BIA) ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for NVR RTOs Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters.

AVETMISS Reporting

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and



reporting of VET information about students. The National Centre for Vocational Education Research (NCVER) is the custodian of the standard.

Brighten Institute Australia (BIA) submits AVETMISS reports to NCVER at least monthly. These reports include all student and training data including:

- age, sex and other demographic information
- Indigenous and disability information
- geographic location
- type of provider (for example, government or private)
- location of training delivery
- enrolments in units of competency, as part of a qualification, and modules as part of courses
- how it was studied (for example, classroom, workplace or online)
- how it was funded
- the results obtained for unit/module (outcome)

This reporting is made under the authority of the Data Provision Requirements that are established by agreement of Training Ministers across Australia under the National Vocational Education and Training Regulator Act 2011.

Complaints and Appeals

Brighten Institute Australia (BIA) has a defined complaints and appeals process that will ensure learners complaints and appeals are addressed effectively and efficiently. Brighten Institute Australia (BIA) strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

Complaints

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Brighten Institute Australia (BIA). The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to Brighten Institute Australia (BIA) management and will be heard and addressed, including a response to the aggrieved person, within ten (10) working days of receipt.

Brighten Institute Australia (BIA) management will maintain a complaints register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of the Brighten Institute Australia (BIA) continuous improvement procedure. It is the responsibility of Brighten Institute Australia (BIA) management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable



circumstances. This includes informing and assisting students with the complaint procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact ASQA or other relevant regulatory body and lodge a written complaint.

Appeals

The Brighten Institute Australia (BIA) appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to Brighten Institute Australia (BIA) for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessor's re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of Brighten Institute Australia (BIA) management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms. All appeals will be reviewed at the monthly management meeting and, if appropriate, resulting a continuous improvement process.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the appeals procedure, the student may contact ASQA and lodge a written complaint.

Complaints / Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Brighten Institute Australia (BIA) have access to the following procedure:



Informal Complaint / Appeal:

- An initial complaint or appeal will involve the student communicating directly with Brighten Institute Australia (BIA) verbally or by other appropriate means. Brighten Institute Australia (BIA)'s Management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of Brighten Institute Australia (BIA)'s decision may initiate the formal complaint procedure

Formal Complaint / appeal:

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Brighten Institute Australia (BIA)'s staff
- On receipt of a formal complaint, the Quality Assurance Manager will initiate an investigation regarding the complaint including conducting interviews with relevant persons including
 - The complainant
 - The trainer/ assessor(s)
 - Other staff involved in the complaints process
 - Other students
 - Others who may be able to provide factual information regarding the complaint
- The Quality Assurance Manager will also conduct further investigation including:
 - Review of all evidence and course/student records pertaining to the complaint
 - Review of CCTV and other security records
 - Consultation with Trainers, Training Manager and other subject matter experts
 - Consultation with the Chief Executive Officer
- The Quality Assurance Manager will inform all parties involved of the outcome in writing within ten (10) working days of making the decision. Note that due to our privacy policy, specific details of the investigation process and actions taken will not be disclosed to students or parties outside Brighten Institute Australia (BIA).

All complaints and appeals will be reviewed at Brighten Institute Australia (BIA) fortnightly management meetings. Continuous improvement procedures may be actioned when the complaint /appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Brighten Institute Australia (BIA) policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.